

CLAIMS

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cat What is claimed is:

1. A method for efficiently handling an override condition in a point of sale device (POS), the method comprising:

- (a) receiving override details at the POS device; and
- (b) sending the override detail from the POS device to a wireless management device.

2. The method of claim 1 wherein the sending step (b) comprises

(b1) providing the override details from the POS device to a central controller device; and

(b2) sending the override details from the central controller device to the wireless management device.

3. The method of claim 1 which includes:

(c) displaying the override details on the wireless management device.

4. The method of claim 3 in which step (c) further comprises (c1) providing an override signal from the wireless management device to the POS device.

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a2 5. The method of claim 4 in which the override signal providing step (c1) further comprises:

(c2) entering an override signal on the wireless management device;

4 (c3) sending the override signal to the central controller device from the wireless
5 management device; and

6 (c4) relaying the override signal from the central controller device to the POS
7 device.

1 6. The method of claim 1 in which the wireless management device comprises a
2 personal digital assistant (PDA), the PDA including a wireless modem.

3 7. A method for providing efficient management interaction in a consumer
4 transaction system, the method comprising:
5

6 (a) performing customer transactions through a plurality of point of sale (POS)
7 systems networked to a central controller system; and

8 (b) utilizing a mobile manager system to remotely monitor and respond to the
9 plurality of POS systems.

1 8. The method of claim 7 wherein utilizing step (b) further comprises (b1) utilizing a
2 personal digital assistant equipped with a wireless modem.

3 9. The method of claim 8 wherein utilizing step (b1) further comprises determining a
4 status of at least one of the plurality of POS systems, identifying whether the status is
5 satisfactory, and when the status is unsatisfactory, adjusting the status to reach a
6 satisfactory level.

1 10. The method of claim 9 wherein adjusting the status further comprises remotely
2 switching a status for a lock of the at least one POS system.

1 11. The method of claim 9 wherein adjusting the status further comprises directly
2 tendering a monetary pick-up from the at least one POS system.

1 12. The method of claim 7 wherein performing step (a) further comprises identifying
2 an override condition during a customer transaction in a POS system.

1 13. The method of claim 12 further comprising sending data for the override
2 condition to the central controller system.

1 14. The method of claim 13 further comprising transferring the data for the override
2 condition to the mobile manager system.

1 15. The method of claim 14 further comprising signaling release of the override
2 condition from the mobile manager system to the central controller system.

1 16. The method of claim 15 further comprising relaying the release of the override
2 condition from the central controller to the POS system.

1 17. A system for improving manager interaction in a consumer transaction system,
2 the system comprising:

3 a plurality of point of sale (POS) systems;
4 a central controller system coupled to the plurality of POS systems; and
5 a mobile manager system in communication with the plurality of POS systems
6 through the central controller system by a wireless communication mechanism, wherein
7 the mobile manager system remotely monitors and responds to the plurality of POS
8 systems.

1 18. The system of claim 17 wherein the mobile manager system comprises a personal
2 digital assistant equipped with a wireless modem.

3 19. The system of claim 17 wherein the mobile manager system further determines a
4 status of at least one of the plurality of POS systems, identifies whether the status is
5 satisfactory, and when the status is unsatisfactory, adjusts the status to reach a satisfactory
6 level.

7 *Sub*
8 *Q3* 20. The system of claim 19 wherein the mobile manager adjusts the status by
1 remotely switching a status for a lock of the at least one POS system.

2 21. The system of claim 17 wherein the POS system identifies an override condition
3 during a customer transaction and sends data for the override condition to the central
4 controller system.

1 22. The system of claim 21 wherein the central controller system transfers the data

